



HUMAN RESOURCES DEPARTMENT

City of Burlington

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ASSISTANT DIRECTOR DPW – PARKING AND TRAFFIC DIVISION PUBLIC WORKS DEPARTMENT

POSTING DATE: July 10, 2015

RATE OF PAY: \$ 67,593 to \$75,465 DOE

EXEMPT/NON-EXEMPT: Exempt

DEADLINE TO APPLY: Open Until Filled

POSITION STATUS: Regular Full Time

CLASSIFICATION GRADE: 23

UNION: Non-Union

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position is responsible for the management, oversight, and general leadership of the Parking and Traffic Division. In addition, this position will offer guidance, direction and opportunities for staff development, empowerment and open communication among team members.

Essential Job Functions:

- Manage and oversee the Parking & Traffic Division in an efficient, effective and equitable manner.
- Advance the goals of the Downtown Parking & Transportation Study and the City's Master Plan including the development of a balanced integrated transportation system that reduces congestion and pollution while increasing environmentally friendly mobility options.
- Prepare and implement Standard Operating Procedures for operating, managing and maintaining municipal parking assets.
- Review and standardize current parking facility practices, including revenue control, accounting, capacity and activity monitoring, and activity reporting, to reflect current parking industry best practices.
- Prepare, present, and manage the division's operating and capital budgets.
- Produce reports and track use for all operating and capital budget expenses. Periodically update Director, staff, etc. on budget shortfalls, transfers, etc.
- Responsible for financial management, revenue handling and control, adherence to policies and procedures, and metrics to provide reasonable assurance that division operations are effective, efficient, equitable and in accordance with local, state, federal laws.
- Direct city parking and traffic planning, policy and operational efforts for continuous improvement in collaboration with public and private partners.
- Assist other divisions and City departments in the continuous improvement of the parking permit, parking enforcement, and parking appeal processes.
- Develop and implement a program to conduct research, analyze data and prepare reports and recommendations to City policy makers and other stakeholders that support the City's parking and transportation goals.
- Lead asset management planning and execution within division through development of systems, implementation of technology, and employee empowerment.
- Lead implementation of the City's parking and transportation management plan for the City.
- Ensure division activities, proposed changes and other timely information are effectively communicated to the general public and stakeholders through multiple channels.
- Demonstrate flexibility and positive leadership in shaping a service delivery model that anticipates and addresses the needs of the community.
- Provide vision, coaching, leadership and professional development opportunities for staff to enable them to interact with the public in a manner that consistently demonstrates excellent customer service skills.
- Promote and encourage safe work practices in accordance with Federal, State, and Local regulations.
- Represent the department in public and stakeholder engagement on parking and traffic related activities. Serve as a City liaison on parking and traffic projects.
- Provide mission and vision leadership for Parking and Traffic Division.

- Deliver high quality customer service through all division activities and ensure that questions and concerns are addressed in a timely and professional manner.
- Develop and maintain managerial performance reporting systems that assist in benchmarking workgroup function and performance.
- Execute leadership and supervision responsibilities through sound judgment, focusing on quality improvement, managing and resolving conflict, fostering a culture of accountability, clearly defining responsibilities and expectations, setting goals, providing motivation and performance feedback, recognizing contributions and encouraging training and development.

Qualifications/Basic Job Requirements:

- Bachelor's Degree and four years of experience in Public/Business Administration in a management role required. Additional experience may be substituted for a degree requirement on a two-for-one year basis.
- Certified Parking Professional or Certified Administrator of Public Parking (CAPP) preferred.
- Prior experience in commercial and/or municipal parking operations management preferred.
- Experience working collaboratively with other municipal departments, community groups and business organizations preferred.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources, leadership, and performance evaluation required.
- Knowledge of accounting principles and practices and the analysis and reporting of financial data required.
- Experience drafting bid documents and/or managing contracts required.
- Knowledge of and strong commitment to the principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction required.
- Ability to oversee and implement an asset management plan that includes operating long-term maintenance programs in a cost effective and efficient manner.
- Knowledge of Manual of Uniform Traffic Control Devices signage and pavement markings preferred.
- Ability to comprehend and pro-actively address complex problems.
- Ability to create and maintain an environment that embraces the 6 operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Act as "Ambassador" for DPW, carrying out work in a manner consistent with Department Mission and Vision.
- Must be proficient in various computer programs including spreadsheet, database, office productivity and word processing applications in a Windows operating system.
- Ability to obtain and maintain a Valid Vermont State driver's license required.
- Strong professional oral and written communication skills.
- Ability to work cooperatively with diverse partners in public / private ventures.
- Ability to represent the Department professionally and effectively in meetings with a variety of public and elected officials, media personnel, members of the general public, etc.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

To Apply: Submit a cover letter, resume and City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR.

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.